

Body-Worn Camera & Evidence Policy

Professional documentation designed to protect customers, technicians and service quality.

Why we use evidence

Hertfordshire Pest Experts may use photographs, video recordings, audio notes and digital records to accurately document inspections, treatments and completed work. Evidence helps us:

- Maintain professional standards.
- Protect customers and technicians.
- Resolve misunderstandings.
- Provide accurate treatment records.

No covert recording

Hertfordshire Pest Experts does not use hidden recording equipment. Any body-worn camera use will be:

- Clearly identifiable.
- Used only for legitimate business purposes.
- Focused on the inspection or treatment being carried out.
- Managed responsibly.

What may be recorded

Evidence may include:

- Pest activity.
- Entry points.
- Damage.
- Treatment areas.
- Equipment setup.
- Before and after photographs.
- Technician observations.

Customer privacy

We respect customer privacy. Technicians will avoid recording:

- Personal documents.
- Private information.
- Unrelated conversations.
- Areas unrelated to the service being provided.

Secure storage

Evidence is:

- Stored securely.
- Linked to the relevant job record.
- Accessible only to authorised personnel.
- Retained according to company procedures.

Customer questions

Customers can ask our technicians about evidence collection during their visit. For further information contact:

Hertfordshire Pest Experts · 01727 601 007 · hertfordshirepestexperts@outlook.com

Hertfordshire Pest Experts — Professional. Documented. Evidence-led.